

Fall Product Distribution Guidelines

Dear SUFPCs and SUFDCs:

Outlined below are some guidelines to assist you in the distribution of the 2024 Fall Product to ensure safety is made a priority in this process. We encourage sharing these guidelines with the volunteers and Girl Scouts in your service unit.

HEALTH SAFETY

Pay close attention to the following during the distribution of product:

- Stay home if you are sick.
- Use safe lifting, carting, and packaging techniques. Do not take more than you are physically able to do and do not push yourself past your limits.
- Be aware of your surroundings and watch for trip hazards and head bump zones.
- Keep aisles, pathways, and driveways clear.

Note: Senior and Ambassador Girl Scouts may volunteer to help with delivery.

PRIOR TO THE DAY OF DELIVERY

- Confirm the date and time with your Delivery Agent.
- Schedule troops for pick-up in M2OS or through your own scheduling system.
- Create a volunteer schedule (1 volunteer per variety or 1 volunteer for 2 varieties; volunteer time should be a minimum of 2 hours)
- Print the Service Unit Delivery Ticket from M2OS.

- Print 2 Circle Sheets or Delivery Tickets per participating troop.
 - Or, 1 Circle Sheet may be printed for picking the product and the SUFPC/SUFDC can create a “Fall Product Delivery – Receipt signature document” for TFPCs to acknowledge receipt of their product.
 - If you need extra Circle Sheets, they are on the GSGLA website in For Volunteers >> Service Unit Forms.
- Print Troop Delivery times/schedule – make sure that every troop picking up has a cell phone # so you can call them on delivery day if necessary.
 - If you are using M2OS to schedule pick-ups, you can find your Delivery Pick-Up Schedule from your dashboard by going to Reports > Special Reports and run the Troop Delivery Pick Up Times report (which includes contact email addresses for each Troop).
- Volunteers working at delivery locations for the purpose of distribution of Fall Product should sign in upon their arrival.
- Remind troops about delivery day. Also let them know that if they are sick, to stay at home and that they should assign pick-up duties to another troop volunteer.

Supplies needed:

- Safety Signs (emailed by Product Programs team before delivery weekend)
- Plenty of pens: at least one per volunteer or ask volunteers to bring their own pens.
- Hand Sanitizer (optional)
- Masking tape for Circle Sheets/Delivery Tickets.
 - Tape them to the rear passenger or driver side window – left or right side depends on how the product is staged.
- EZ-Ups, dollies, hand trucks, and wagons.
- Box Cutters or scissors.
- Tarps to cover chocolate.

**FOR ALL TYPES OF DELIVERIES/DISTRIBUTION
(DAY OF DELIVERY)**

- Post Safety Signs (see Attachments).

- The Delivery Agent arrives, unloads product, and lines up items as listed on the delivery ticket.
- SUFPC/SUFDC counts each variety to verify that the quantities delivered are correct.
- SUFPC/SUFDC signs each Delivery Ticket.
- Volunteers should cut around the sides of the plastic and lift off the plastic from the top.
 - Start with 2 cases of each variety.
- Volunteers should cut cardboard cases open so that the tins/packages are accessible. Start with 2 cases of each variety.

Service Unit Round Up Procedure – Follow this process:

- Using the Delivery Ticket your PPM provided you, pick, count, and set aside the Service Unit Round Up product.
 - This ensures that at the end of the day there are no left-over units for troops to pick up.
- Set them in a safe cool, dry place, and out of direct sunlight. You may want to label them so that you don't mistakenly pick from them.
- You should pick from your service unit round up only to replace damages or if a troop is requesting additional product.
- You are welcome to distribute any service unit round up to troops. Remember to complete a handwritten receipt and enter the transaction in M2OS.
- Damaged products (melted product is not damaged) can be turned into your Product Program Manager and replaced if needed.

HOME DELIVERY OR AREA WHERE SPACE IS LIMITED

Store product in a cool place and out of direct sunlight. Service Units may arrange porch, garage, or curbside pick-up. Depending on your space for delivery and distribution, you may need additional volunteers.

When the TFPC arrives at their scheduled time they should do the following:

- TFPC or assigned troop pick up volunteer picks and counts one variety at a time.
- Distribution Volunteer verifies count (This is your second count).
- TFPC/volunteer and troop volunteer each put their initials next to the item on the Delivery Ticket.

- This process continues until each variety is picked, counted, verified, and initialed.
- Anyone may load the vehicle.
- TFPC/volunteer departs from your location before the next troop volunteer exits their vehicle.
- Inform your TFPCs/volunteers not to show up without an appointment,

DRIVE-THRU DISTRIBUTION

Remind TFPCs/Troop Pick up Volunteers to do the following:

- Bring a printed copy of their troop order/delivery ticket (the pick-up person may not know the troop # or SU) and a pen for signing.
- Recommend 2 people from the troop pick up
 - The troop representatives will be assisting in picking their own product and loading their vehicle. If only one person shows up for the troop, it delays the process for other troops. The driver will need to assist in picking, counting, and loading product as well as signing the receipts.
- Recommend that troop representatives arrive 15 minutes early for their appointment.
- Inform troops not to show up without a pick-up appointment unless directed by you.

Day of Delivery:

Set up:

- E-Z Ups/Pop Ups, tables.
- Check-out table and box for signed delivery tickets.
- Post safety signs.

Drive Thru Process:

- Troop Volunteer arrives on time (recommend 15 minutes early).
- Lane Director Volunteer –Directs them to the lane for distribution and tapes the Circle Sheet/Delivery Tickets to the rear driver side or passenger side window (depends on the side the product will be loaded from).
- Driver must put the car in park, turn the vehicle off, and put emergency brake on. (SAFETY FIRST)

- Volunteer picks product and verifies.
- Troop pick-up volunteer verifies the count (second count).
- Troop pick-up volunteer and Verifier each put their initials on the Circle Sheet/Delivery Ticket.
- Distribution volunteer and Troop volunteer can load the vehicle.
- Check-Out Volunteer and Troop Volunteer sign the Circle Sheet or Delivery Ticket.
- Check-Out Volunteer keeps one copy and Troop Volunteer keeps the other copy for their records.

VOLUNTEER ASSIGNMENTS

- Lane Director:
 - Tapes the Circle Sheets or Delivery Tickets to the rear driver or passenger window, depending on the side the product will be loading from.
 - Directs Troop Volunteer to stay in their vehicle until the vehicle in front of them moves forward.
- Troop Volunteer:
 - Counts/verifies product and quantity, waits for the Verifier to complete second count of the product. Troop Volunteer and Distribution Volunteer can load the vehicle.
- Picker/Verifier Volunteer:
 - 1 volunteer per 1 or 2 varieties (this is dependent upon space and number of volunteers you have on delivery day) – Verifier cuts open plastic and cases, throws away plastic.
- Check-Out Volunteer:
 - Signs the Circle Sheets/Delivery Tickets and places one copy in the box. Troop keeps one copy for their records.

WAREHOUSE BAY DELIVERY

You may have additional volunteers; all volunteers should consider wearing face masks/coverings (optional).

Day of Delivery

- Service Unit volunteers set up for delivery day.
 - E-ZUps/Pop Ups, tables (as needed)
- Check-out table and box for signed delivery tickets.
- Service Unit volunteers pick and stage orders according to the printed Circle Sheet or Delivery Ticket
- SU volunteers put their initials on the Circle Sheets/Delivery Tickets next to each variety.
- Stage orders on the bay floor, by appointment time.
- Troop Volunteer verifies varieties and counts.
- Troop Volunteer puts their initials on and signs Circle Sheets/Delivery Tickets.
- Drop the 1 copy of the Circle Sheet/Delivery Ticket into the box, clip onto a clipboard, or place in a folder.
- Complete the above steps until all the orders are picked, staged, and picked up by the participating troops.

**Thank you for your commitment to
the safety of all volunteers and
troops!**

